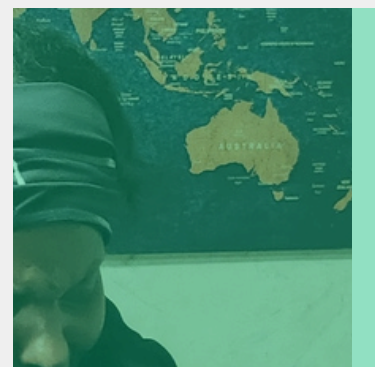
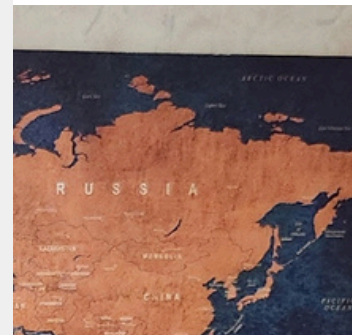




**Matthew House**  
REFUGEE WELCOME CENTRE - WINDSOR

# 2024 Annual Report

New lives, lives rebuilt, families reunited, careers established, and more refugees supported than ever before!



Explore More





**2024 was truly a story of more!** **More refugees** were provided settlement support and shelter than every before (1284!). We served refugees in **more communities**, by adding virtual settlement and navigation supports in Chatham, Sarnia, and London. **More babies** were born to refugees staying in shelter with us (11!). More former residents graduated post-secondary education, entered their chosen profession, or started a business than we have ever seen. We were blessed to have **more volunteers** join us in the work. We also have had **more churches and community organizations** join us as partners of Matthew House, extending our reach and program capacity.

Partners provided more opportunities to **connect with community** through ALPHA, Bible Studies, ESL classes, After School, and Canadian Friends. Two of our volunteers established a **Health Navigation** program to give refugee more access to health education and supports. Our partners at Ready Set Go provided more supports to single moms through their on-site **Newcomer Navigation** program.

Our staff team has taken on more responsibilities and we are seeing an **explosion in leadership capacity**, that is certainly taking a load off of me. I cannot thank them enough, for the team they have become, and for their heart for the precious men, women, and children we journey with.

I am also immensely grateful for the wisdom, guidance, and support of our Board of Directors. While our staff and I are the visible one, they are the solid backbone of our work and we could not do it without them.

Lastly, but most importantly, I am grateful for the incredibly generous volunteers, donors, and partners of Matthew House. **YOU** are truly the ones that are making these things happen! Without **YOU** there would be no shelter, no settlement supports, no community connections, no lives rebuilt! So **Thank You!**

  
**Rev. Mike Morency**  
Executive Director



# The Matthew House **Team**



Rev. Mike Morency  
Executive Director



Yancy Coto  
Settlement Coordinator



Hanan Khalaf  
Settlement



Nigel Sitashe  
Chappel Site Manager



Heidi Hotz Nourse  
Resource Development



Mily Fuentes-Sanabria  
Finance



Luvambano Bamoka  
Shelter Support FG



Angelika Ross  
Orientation & After Care



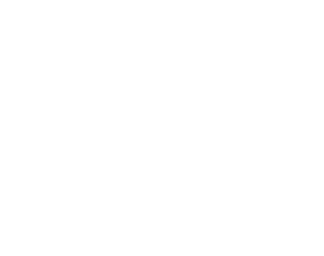
Corrina Alfaro  
Volunteers & Office Admin



Sam Malloy  
Properties Manager



Rev. Ed Robinson  
Chaplain (Vol)



Caleb Haukenfrers  
Onsite - Chappel



Matthew House is blessed to have a team of incredibly caring, passionate, and professional staff and volunteers who diligently serve the men, women, and children who come to Matthew House each year! **Without them there would be no family!**

# Thank You!







# 2024 Impact REPORT



## Key Outcomes 2024

### London

Telephone & Virtual Supports

182

received Settlement Supports

79

were connected to shelter  
or other social services

### Windsor-Essex

1,284\*

received Settlement Supports

289

received shelter & basic needs

477

were to connected to employment,  
education, or enterprise

174

transitioned to permanent housing

193

remained housed one year+

117

received health and wellness supports

## Historical Outcomes - 2003 - Present



**11,000+** Asylum Seekers have  
received Settlement Supports



**2,373** newly arrive Asylum Seekers  
received safe shelter.



**9.2** days (avg.) - employed  
after receiving work permit



**3** months (avg.) - time before  
refugees are off Ontario Works.







# 2024 PROGRAM ELEMENTS



**Shelter and Basic Needs**



**Immigration & Settlement**



**Community Connections**



**Household Setup**



**Celebrating Successes**



**Healthcare and Dental Access**



**Orientation & Education**



**Next Steps**

**In 2024 Refugees were connected to:**

- After School and Homework Help
- Employment Supports
- Church and Cultural Communities
- Community Building Activities
- Legal Supports
- Mental Health Counselling
- Healthcare
- Education and Entrepreneurship

# Stories of Resilience and Empowerment

## ***Rosette's Journey:***

In 2021, Rosette first arrived at Matthew House pregnant with twins facing the challenges of a new country and an asylum seeker. She could have been overwhelmed by fear and uncertainty. Instead, Matthew House was a sanctuary where she felt secure, supported and empowered. She felt a sense of belonging and hope for the future as the staff and some of the residents gave her care and comfort, like a family. She says it was this foundation that launched her success as both a mother and a professional.

In 2025, Rosette returned to Matthew House as an intern, and the transition was significant and emotional. When she arrived as a pregnant newcomer she had been vulnerable and uncertain. Now she was in the position to help someone else who was experiencing similar feelings of fear, uncertainty, and a loss of control. She understood more deeply than ever, the importance of having a support system.

She worked closely with men, women, and children who experienced some of the most difficult situations imaginable and this was usually compounded by a language barrier. One such woman had



endured years of physical and emotional abuse, and Rosette felt privileged to speak with her in her home language and to offer her the support she needed to begin healing and rebuilding her life. In this process there's a pivotal moment where you can perceive that something has changed. They begin to smile again and you see a spark. It's someone who's empowered to reclaim their dignity and self worth.

According to Rosette: ***“Matthew House taught me that resilience is built, not just through individual strength, but through the collective support of a community. I will be forever grateful for the place that helped me transform my life and allowed me to help others transform theirs.”***



# Stories of Resilience and Empowerment

## Joyce's journey:



*Joyce with her proud Mom and Dad, at her University of Windsor graduation ceremony*

On July 11, 2007, Joyce, her parents, and 3 sisters (at the time) arrived in Windsor as refugees from Burundi. They spoke little English, only French and Kirundi. As they left everything they knew they were filled with uncertainty, but when they stepped through the doors of Matthew House, that fear gave way to belonging. It was more than a shelter - it gave them safety, direction and dignity.

Adapting to Canada wasn't easy, and in 2009, they welcomed another baby girl. Joyce's parents, who both had previous bachelor's degrees, returned to school while raising 5 daughters and navigating a new culture. Despite their challenges, her father earned his MBA, and her mother completed her Master of Education. They taught their daughters perseverance and to pursue excellence with purpose and passion.

During a grade 9 Remembrance Day ceremony, she saw students in uniform and wondered - *Why are there young people wearing military uniforms in a free country?* This led to a conversation that ignited the beginning of a service that became a calling. Soon after, her and her sisters joined the Cadets Canada Program to learn English and explore how to contribute to the country

that had generously welcomed them. They learned teamwork, forged lifelong friendships and discovered what it meant to be *Canadian*. The Air Cadet motto - "*To learn, to serve, to advance*" became more than words; it became a guiding principle.



*Joyce in uniform with three of her sisters*

In 2019 she enrolled as a Canadian Armed Forces (CAF) Reserve officer and then in 2024 transitioned into the CAF as a Training Development Officer building educational programs that shape the next generation of military leaders. Along the way she pursued her education with her Bachelor Honours of Science from the University of Windsor, Master of Education from the University of Ottawa, and Master of Public Administration from the Royal Military College of Canada. Each milestone has been about growth, leadership and service.

According to Joyce: ***"I am just one of many examples of what Matthew House can do for a family and an individual. It is more than a refugee welcome centre, it is a home where the journey begins. Matthew House did not just give us help; they gave us hope. From refugee to commissioned officer, none of it happened alone. It takes a village and I am the product of one."***





# Board of DIRECTORS

---

Matthew House is honoured to have a group of talented and passionate professionals from diverse backgrounds who provide governance and oversight to the our work.

## 2024-2025 Board Members

Rev. Larry Graham - Chair  
Susan Jackson - Treasurer  
Exavelyne Karinganire  
Abilola Afolabi

Lindiwe Sithole - Vice-Chair  
Al De Simon - Secretary  
Larry Livingston  
Mark Marcotte

## 2025-2026 Board Nominations

The following have been nominated for a three year term:

Lindiwe Sithole  
Larry Livingston

The following individual has been nominated for a one year term:

Al De Simon

**There remain seats available** on our Board for individuals with a big heart and skills or experiences that can benefit the work. If this describes you, speak with an existing Board Member or our Executive Director **TODAY!**



## Partnerships and Collaborations

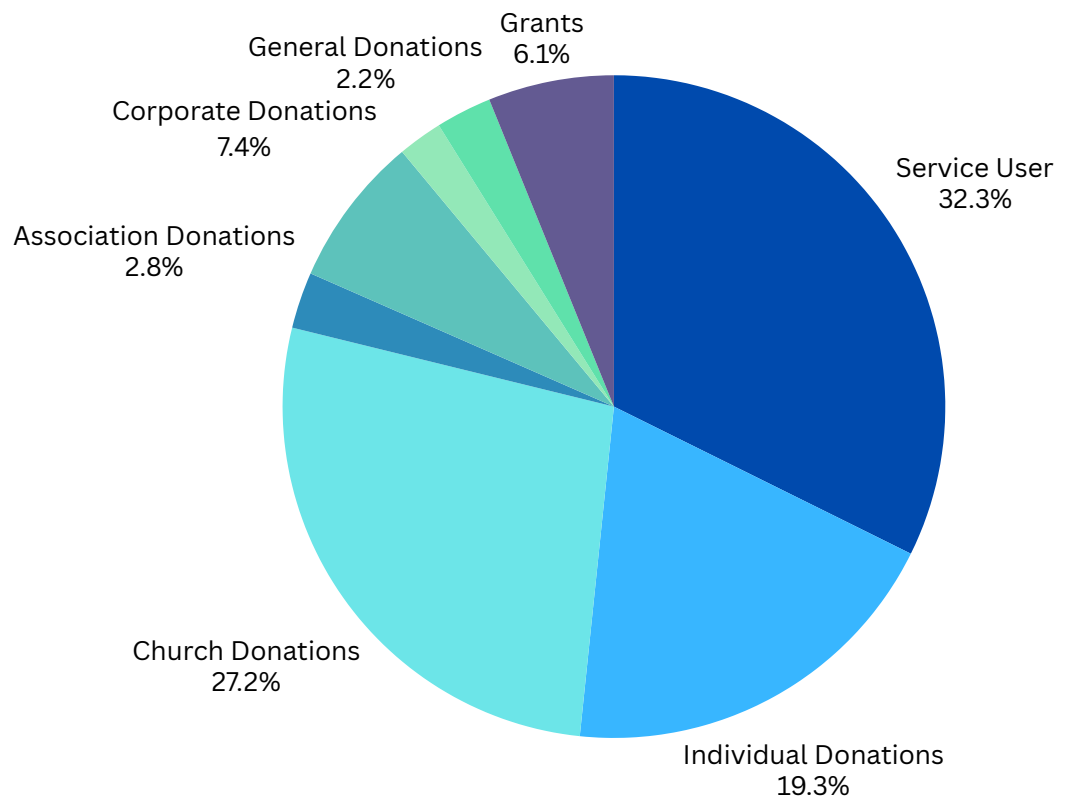
Matthew House's programming is collaborative and we are honoured to work alongside:

- Faith groups
- Volunteers
- Newcomer agencies
- Social Service agencies

Matthew House also has program partnerships with:

- Angela Rose House
- The Downtown Mission
- Guadalupe Maternity Home
- Salvation Army
- Welcome Centre Shelter
- Compass Refugee Shelter
- College Boreal
- GECSDSB & WECDSB
- Habitat For Humanity
- Ready Set Go
- WEST of Windsor
- Windsor Lifeline Outreach

## Funding Sources 2024



**In 2024, Matthew House spent just  
10.9% ON ADMINISTRATION  
4% ON FUNDRAISING**

**WINDSOR BAPTIST REFUGEE MINISTRIES**  
(o/a MATTHEW HOUSE REFUGEE WELCOME CENTRE)  
**FINANCIAL STATEMENTS**  
**DECEMBER 31, 2024**

**STATEMENT OF FINANCIAL POSITION**

	Year Ended December 31	
	<u>2024</u>	<u>2023</u>
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash	\$ 223,877	\$ 249,010
Investments--Note D	-	136,948
HST receivable	16,830	11,619
Prepaid expenses and deposits	61,750	50,958
	<u>302,457</u>	<u>448,535</u>
<b>EQUIPMENT AND LEASEHOLDS--NOTE C</b>		
Furniture and equipment	82,777	55,841
Leasehold improvements - 3185 Forest Glade Dr.	<u>26,375</u>	<u>26,375</u>
	109,152	82,216
Less accumulated amortization	<u>51,530</u>	<u>37,316</u>
	<u>57,622</u>	<u>44,900</u>
	<u>\$ 360,079</u>	<u>\$ 493,435</u>

**LIABILITIES AND ACCUMULATED NET ASSETS**

**CURRENT LIABILITIES**

Accounts payable and accrued liabilities	\$ 19,539	\$ 30,677
Government remittances payable	720	-
Deferred revenue--Note E	32,873	45,613
Rent deposits	<u>1,672</u>	<u>6,800</u>
	54,804	83,090

**ACCUMULATED NET ASSETS**

Equity in equipment and leaseholds	57,622	44,900
Unrestricted	247,653	365,445
	<u>305,275</u>	<u>410,345</u>
	<u>\$ 360,079</u>	<u>\$ 493,435</u>

**STATEMENT OF ACCUMULATED NET ASSETS**

**YEAR ENDED DECEMBER 31, 2024**

	Equity in Equipment and Leaseholds	Unrestricted	Total <u>2024</u>	Total <u>2023</u>
Balance at beginning of year	\$ 44,900	\$ 365,445	\$ 410,345	\$ 408,218
Excess of revenue over expenditures	(14,214)	(90,856)	(105,070)	2,127
Net additions to equipment and leaseholds	<u>26,936</u>	<u>(26,936)</u>	<u>-</u>	<u>-</u>
Balance at end of year	<u>\$ 57,622</u>	<u>\$ 247,653</u>	<u>\$ 305,275</u>	<u>\$ 410,345</u>



## STATEMENT OF OPERATIONS

	Year Ended December 31	
	2024	2023
<b>REVENUE</b>		
Rental income	\$ 283,319	\$ 212,125
Donations		
Individuals	209,045	128,818
Churches	70,964	178,438
Associations	17,461	18,050
Corporate	30,541	48,422
Other	38,759	14,292
Fundraising	12,912	17,870
Grants--Note F	57,558	40,292
Laundry machine	4,205	5,826
Interest	7,360	4,031
Miscellaneous	<u>1,097</u>	<u>275</u>
	733,219	668,439
<b>EXPENDITURES</b>		
Wages and benefits	416,448	324,155
Lease expense--Note G	137,755	116,123
Utilities	94,870	63,305
Property taxes	51,092	48,886
Refugee food, transportation and services	43,777	26,539
Insurance	26,276	22,164
Repairs and maintenance	15,817	11,906
Non-recoverable HST	10,359	9,109
Telephone and internet	7,481	8,121
Marketing and fundraising	4,673	5,592
Professional fees	4,500	3,139
Office supplies and miscellaneous	4,040	5,746
Membership fees and dues	3,986	4,330
Interest and bank charges	1,372	1,182
Travel and mileage	1,029	3,992
Donations to other charities	800	3,150
Amortization	<u>14,214</u>	<u>10,873</u>
	838,289	664,312
<b>EXCESS (DEFICIENCY) OF REVENUE OVER EXPENDITURES</b>	(105,070)	2,127
Accumulated net assets at beginning of year	<u>410,345</u>	<u>408,218</u>
<b>ACCUMULATED NET ASSETS AT END OF YEAR</b>	<u>\$ 305,275</u>	<u>\$ 410,345</u>



**Our full Audited Financial Statements  
are available by request!**



## 2025 DRAFT OPERATIONS BUDGET

	2024 Budget	2024 Actual	2025 Budget
<b>Revenue</b>			
Donations - Individual	145,000.00	173,857.92	175,000.00
Donations - Churches	82,000.00	62,963.77	82,000.00
Donations - Associations	20,000.00	13,261.40	25,000.00
Donations - Corporations	65,000.00	30,540.68	65,000.00
Donations - In-Kind	14,000.00	32,131.05	40,000.00
Donations - Estate	0.00	34,186.09	0.00
Donations - Other	0.00	0.00	0.00
Fund Raising Activities	50,000.00	12,912.38	50,000.00
Fee for Service (Moving) <sup>3</sup>	3,000.00	105	3,000.00
Interest	4,000.00	7,360.49	3,000.00
Misc Revenue	2,000.00	3097	2,000.00
Grants	55,000.00	49,016.00	109,501.00
Internal Fund Transfers <sup>1</sup>	93,684.31	93,684.31	18,149.09
<b>Total Revenue</b>	<b>\$533,684.31</b>	<b>\$513,116.09</b>	<b>572,650.09</b>

**In 2025 we have made changes to the method and amount of shelter fees charged to refugees staying with us!**

**We will also be petitioning the City of Windsor to rebate some of the \$200,000 we have paid in property taxes.**

# 2025 DRAFT OPERATIONS BUDGET

## Expenses

Human Resources <sup>4</sup>	427,631.72	411,167.64	481,311.06
Tithing	4,750.00	2,600.00	4,710.00
Program Spending	27,650.00	42,858.69	51,400.00
Insurance 66.6%	17,713.27	17,499.72	20,124.68
Membership Fees	900.00	740.62	900.00
Audit and Legal Fees	3,500.00	4,500.00	4,500.00
Networking	400.00	63.92	400.00
Conferences/Training	1,000.00	474.45	2,000.00
Postage & Courier	150.00	11.65	150.00
Office Supplies & Printing	2,500.00	1,995.43	2,500.00
Office Equipment	1,000.00	1,029.53	1,000.00
Software	21,000.00	195.00	21,000.00
Tech Support	500.00	270.00	500.00
Marketing & Promotion	1,000.00	798.33	1,000.00
Volunteers	2,000.00	1,066.70	1,500.00
Board Projects	250.00	0.00	1,000.00
Telephone & Internet	6,500.00	7,480.94	6,122.01
Travel - Staff	400.00	133.58	500.00
Mileage - Staff & Vol	4,200.00	895.79	2,500.00
Bank & Credit Card Fees	1,200.00	1,312.30	1,300.00
Donation Processing Fees	3,800.00	3,304.22	4,000.00
Fund Raising Events	3,000.00	2,822.60	3,500.00
Miscellaneous Expenses	250.00	0.00	250.00
HST Not Recoverable	9,000.00	9,065.51	9,000.00
<b>Total Expenses</b>	<b>\$540,294.99</b>	<b>\$510,286.62</b>	<b>\$621,167.75</b>
Net Property Budget	-\$12,035.28	-\$21,369.82	\$11,943.51
<b>NET INCOME<sup>7</sup></b>	<b>-\$18,645.96</b>	<b>-\$18,540.35</b>	<b>-\$36,574.15</b>

Capital Purchases <sup>2</sup>	0.00	0.00	-26,149.09
PSB Rebate			\$23,820.00
Property Tax Rebates	0.00	0.00	\$94,000.00

<b>Available Cash Balance</b>			<b>\$55,096.76</b>
-------------------------------	--	--	--------------------



# 2025 DRAFT PROPERTY BUDGET

	2024 FG Actual	2025 FG Budget	2024 Chappell Actual	2025 Chappell Budget	2025 Combined Budget
<b>Revenue</b>					
Rent <sup>1</sup>	180,433.06	213,045.00	97,990.36	126,732.00	339,777.00
Facility Rent	1,925.00	2,000.00	0.00	250.00	2,250.00
Laundry	1,904.91	7,000.00	0.00	4,000.00	11,000.00
Security Grant	10,000.00	0.00	5000.00	0.00	0.00
City of Windsor Grant (2024)	0.00	0.00	22,000.00	0.00	0.00
<b>Total Revenue</b>	<b>194,262.97</b>	<b>222,045.00</b>	<b>124,990.36</b>	<b>130,982.00</b>	<b>353,027.00</b>
<b>Expenses</b>					
Rent	90,155.60	91,167.60	47,600.00	48,640.00	139,807.60
Property Taxes	31,261.75	35,000.00	19,830.15	20,000.00	55,000.00
Equipment Rental	408.00	0.00	0.00	0.00	0.00
Utilities	66,153.88	60,000.00	29,398.91	25,000.00	85,000.00
Insurance (property portion 33.4%)	5,265.68	5,791.59	3,510.46	3,861.06	9,652.65
Improvements	2,186.54	2,000.00	439.29	350.00	2,350.00
Repairs	3,111.79	3,000.00	2,534.42	1,500.00	4,500.00
Cleaning & Maintenance	2,391.27	2,000.00	2,820.60	2,000.00	4,000.00
Furniture Purchases	144.00	0.00	0.00	0.00	0.00
Other Capital Purchases	0.00	0.00	0.00	0.00	0.00
Lost Rent at 12% <sup>3</sup>	21,651.97	25,565.40	11,758.84	15,207.84	40,773.24
<b>Total Expenses</b>	<b>\$222,730.48</b>	<b>\$224,524.59</b>	<b>\$117,892.67</b>	<b>\$116,558.90</b>	<b>\$341,083.49</b>
<b>NET INCOME</b>	<b>-\$28,467.51</b>	<b>-\$2,479.59</b>	<b>\$7,097.69</b>	<b>\$14,423.10</b>	<b>\$11,943.51</b>
Property Tax Rebate <sup>2</sup>	\$0.00	\$75,000.00	\$0.00	\$19,000.00	\$94,000.00
Available Cash Balance		\$72,520.41		\$33,423.10	\$105,943.51



# Thank You!

Thanks to our donors, partners, and supporters, refugees arriving in Windsor-Essex, Chatham-Kent, and London areas have access to settlement supports and find **HOPE, HOME, and FAMILY!**

## Vision



For every Refugee Claimant arriving in Windsor-Essex to feel welcomed and have access to the services and supports they need to thrive!



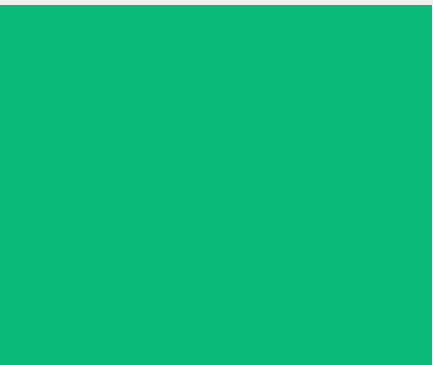
## Mission

Matthew House Windsor brings hope by providing a temporary home and settlement supports for Refugee Claimants, empowering them to become contributing members of the Canadian community.

- Loving Service
- Faith Based
- Human Dignity
- Community
- Professional
- Holistic Model

*Empowering Refugee Claimants to quickly become self-sufficient, contributing members of our communities.*

*Hope,  
Home &  
Family*



CONNECT

3185 Forest Glade Drive, Windsor ON N8R 1W7  
 519.945.7627  [info@matthewhousewindsor.org](mailto:info@matthewhousewindsor.org)